

# Volunteer Handbook

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Henrico and Chickahominy

Medical Reserve Corps

Updated: August 2018

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## Welcome to Henrico and Chickahominy Health Districts

Thank you for your interest in volunteering with Henrico County Health Department (HCHD) and Chickahominy Health District (CHD). Volunteers at HCHD and CHD have a variety of opportunities to apply knowledge, skills, and experience to improve the health of Henrico, Goochland, Hanover, New Kent, and Charles City counties.

HCHD and CHD cannot protect the health of our community without engaging community members in the process. Volunteers allow the health departments to have a deep understanding of the needs and strengths of our community. To volunteer, one must become a Henrico and Chickahominy MRC member first. MRC members are the face of public health in the community and allow the health departments to effectively communicate public health messages throughout the two health districts.

### About This Handbook

The Henrico and Chickahominy Volunteer Handbook provides an overview of what to expect during your time volunteering. The Handbook also includes written copies of important policies and procedures that relate to volunteers. All volunteers will receive a copy of the handbook during MRC Orientation, and an electronic copy is stored on the HCHD's webpage: [www.henricohealth.org](http://www.henricohealth.org).

Please note that this handbook is not specific to the individual volunteer positions that you may assume. Volunteers will sign and receive a printed copy of volunteer descriptions whenever a volunteer assumes a new role, and training will be provided accordingly.

We wish you a rewarding experience as a Medical Reserve Corps volunteer with Henrico and Chickahominy MRC. Please do not hesitate to reach out to staff if you have any questions, concerns, or feedback about your volunteer experience.

## Contact Information

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Cell: (804) 912-4827

General Info: [www.henrico.us/health/volunteers](http://www.henrico.us/health/volunteers)  
[Henrico.volunteer@vdh.virginia.gov](mailto:Henrico.volunteer@vdh.virginia.gov)

### West Henrico Health Department

Physical Address: 8600 Dixon Powers Dr, Henrico, VA 23228  
Mailing Address: P.O. Box 90775, 8600 Dixon Powers Dr, Henrico, VA 23273-0775  
Main Phone: (804) 501-4522

### East Henrico Health Department

Address: 1400 N. Laburnum Ave, Henrico, VA 23223  
Main Phone: (804) 652-3190

### West WIC Office

Address: 7740 Shrader Road, Suite B, Henrico, VA 23228  
Main Phone: (804) 501-1610

### Hanover Health Department

Address: 12312 Washington Hwy, Ashland, VA 23005  
Main Phone: (804) 365-4313

### Goochland Health Department

Address: 1800 Sandy Hook Road, Goochland, VA 23063  
Mailing Address: P.O.Box 178, 1800 Sandy Hook Road, Goochland, VA 23063  
Main Phone: (804) 556-5843

### New Kent Health Department

Address: 7911 Courthouse Way, New Kent, VA 23124  
Mailing Address: P.O. Box 86, 7911 Courthouse Way, New Kent, VA 23124  
Main Phone: (804) 966-9640

### Charles City Health Department

Address: 7501 Adkins Road, Charles City, VA 23030  
Main Phone: (804) 829-2490

## Volunteer Information

### Mission of the Henrico and Chickahominy Medical Reserve Corps

Nationally, the mission of the MRC is to engage local communities to strengthen public health, reduce vulnerability, build resilience, and improve preparedness, response, and recovery capabilities.

The mission of the Henrico and Chickahominy MRC is to recruit, train, activate, and retain volunteers who will contribute their skills and expertise in response to threats of terrorism, public health emergencies, and other community needs. The Henrico and Chickahominy MRC team works to improve the overall health of the community through public health outreach and community engagement. Examples of volunteer events include the annual flu vaccination clinics, education at community health fairs, choke response training, diabetes education classes, and many more!

### Importance of Volunteers

HCHD and CHD cannot successfully do “public health” without engaging the public. By involving volunteers in the work of HCHD and CHD, citizens are informed, empowered participants in the health of our community. Through volunteer efforts, our community is better prepared for emergencies and more aware of resources and information to prevent health concerns.

MRC volunteers are a crucial piece of ensuring public health during emergencies. Major local emergencies can overwhelm the capability of first responders in the first 12-72 hours. Having citizens who are prepared to take care of themselves, their families and others during times of crisis allows first-responders to focus their efforts on the most critical, life threatening situations.

An organized and well-trained Henrico and Chickahominy MRC unit means that volunteers can effectively respond to an emergency, are familiar with their community’s response plan, and know what materials are available for their use. Furthermore, well-trained MRC volunteers can assist the community each and every day by connecting community members to available resources and advocating for positive, healthy lifestyles. Each and every day, there is work to be done to improve the health of our community!

### What HCHD and CHD Expects from Volunteers

Volunteers expect, and enjoy, certain rights when they donate their time. However, volunteers also have specific responsibilities to Henrico and Chickahominy MRC. A volunteer is free to set their own availability, but must be prepared to fulfill the commitments needed for selected events or positions.

- Be dependable, reliable, and businesslike, and abide by the policies of Henrico and Chickahominy MRC.
- Dress appropriately for the setting and the task at hand.
- Carry out duties in a safe, responsible way.
- Maintain the confidentiality of information revealed to you regarding clients and other volunteers.
- Volunteers must be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability.

- Work in the scope of their education and experience.
- Work within the guidelines of the job description and accept supervision.
- Offer feedback and suggestions.
- Keep contact information and credentials up to date on VVHS
- Respond to all quarterly alert drills
- Must represent Henrico and Chickahominy MRC appropriately in the community.

## What Volunteers Can Expect from HCHD and CHD

Volunteers are a vital resource in Henrico and Chickahominy MRC. Henrico and Chickahominy MRC will provide the volunteer the following:

- Orientation and in-person training for specific volunteer responsibilities and access to a variety of online training opportunities through TRAIN VA website
- Appropriate equipment and supplies as needed for volunteers
- Confidentiality of volunteers' contact information with outside sources. However, other MRC units may have access to this information in the event of an emergency for coordination purposes only.
- Opportunities to work within their own fields of expertise during an emergency event
- Supplies and other support during a disaster, for an example, protective equipment and clothing, food and shelter, and communication equipment
- The opportunity to grow and develop as a volunteer through participation in other Henrico and Chickahominy volunteer activities, special training events, meetings, and more responsible positions.

## Volunteer Rights

As a volunteer with Henrico and Chickahominy MRC, volunteers have the right to be interviewed and employed as a volunteer in accordance with equal opportunity and anti-discrimination legislation. In addition, volunteers have the right to:

- Volunteer in a healthy and safe environment
- Accurate and truthful information about Henrico and Chickahominy MRC
- A copy of Henrico and Chickahominy's Volunteer Handbook and any other policy/procedure that affects the volunteer's role.
- Not fill a position previously held by a paid worker.
- An orientation of HCHD/CHD and MRC
- Assignments that utilize and develop volunteer's skills
- Protection under liability during events and emergencies
- Recognition, appreciation, and feedback for contributions
- Respect in the workplace and at events

## Details of Volunteering

MRC volunteers are equipped to serve the Henrico and Chickahominy communities in the case of an emergency; however, HCHD and CHD encourages volunteers to stay actively engaged in volunteering throughout the year through public health outreach opportunities. By engaging in emergency preparedness and public health outreach volunteer opportunities, volunteers are able to stay active and practice public health skills throughout the year.

### Eligibility

All Volunteers at HCHD and CHD must be at least 18 years old and be able to pass a basic background investigation. Volunteers must maintain an active VVHS account. Some volunteer roles will require volunteers to meet additional eligibility requirements.

### Virginia Volunteer Health System (VVHS)

All volunteers must have an active and updated VVHS account in order to be considered an active volunteer at HCHD and CHD. VVHS is how HCHD and CHD staff communicate to volunteers, so it is important that volunteers keep all contact information and credentials updated on their profile.

Whenever there is a request for volunteers, eligible volunteers will receive an alert detailing the opportunity. Volunteers are asked to respond to all VVHS alerts they receive by selecting “I am available” or “I am not available” for an alert.

VVHS Drills will be performed quarterly to test HCHD and CHD’s ability to communicate with volunteers effectively. Drills are NOT real events, but it is crucial that volunteers respond to verify that they received the message.

VVHS is also how HCHD and CHD track volunteer trainings and volunteer activity hours. It is important that we track and recognize the amount of time our volunteers donate, including meetings, trainings, and events.

### Position Descriptions

Position descriptions will be provided before or during activation. A list of regular volunteer opportunities with position descriptions will be provided to volunteers after attending orientation, and volunteers will be asked to review all position descriptions and sign a copy of the description before serving in a volunteer role. Position descriptions outline the general and specific duties that you will be expected to perform as well as training requirements.

### Volunteer Assignments

After new volunteers review position descriptions, they can request to be assigned volunteer roles based on interest. Volunteer roles are assigned based on both the current needs of HCHD and CHD and the volunteers’ interests, skills, and availability.

Examples of volunteer roles include:

- Emergency Preparedness Team
- Mass Dispensing Response Team
- Shelter Response Team
- Mass Casualty Response Team
- General Support Team
- Public Health Outreach Team
- Health Ministry Team
- Chronic Disease Education Team

## Training

Volunteer roles outline the specific training requirements for each position. When volunteers are assigned roles, they will be provided with a training curriculum to complete before becoming active. In-person trainings are held throughout the county, often at one of our locations or in a public library. Online trainings will be held through our online Virginia TRAIN portal.

Outside of required trainings, there is a plethora of other training opportunities available to MRC Volunteers. Volunteers will all have a Virginia TRAIN account, which provides access to thousands of online training opportunities.

### To access Virginia TRAIN:

- Log in to your VVHS account at [www.vamrc.org/vvhs](http://www.vamrc.org/vvhs).
- Click on “My Account” in the top right corner of your page. Click on the fifth tab titled “Training.”
- Under “Training Account Information,” you will see your TRAIN User ID and your FEMA Student ID Number. To the right of the blue information boxes, there is a link to “Login to TRAIN VA,” Click on that link, and you will be directed to the [www.va.train.org](http://www.va.train.org) website.
- If you have never used TRAIN before, you will be asked to create a password at this time. Fill in your Login name with your User ID and enter your password to login.
- Once in the system, you can search for training opportunities by clicking the magnifying glass in the top right-hand corner (directly under the VDH logo).

Once you have logged in to TRAIN for the first time, you may access your account directly from the [www.va.train.org](http://www.va.train.org) website. TRAIN courses are all assigned a specific Course ID Number. You can search for classes either by Course ID or Title. To begin an online training opportunity, simply click “Launch.” Some online trainings may require a further login, and other training opportunities may be in-person or webinar based.

Volunteers may be asked to register for in-person trainings through TRAIN. In this case, volunteers will be given the Course ID to register for the class.

Your online and in-person trainings will be tracked through your VVHS account. Volunteers can request a training transcript from their supervisor, or they can download a PDF Training Summary on the Training tab in VVHS.

## Volunteer Commitment

The length of volunteer service depends on the specific volunteer roles. Some positions will require a full year of commitment, while others may have more time flexibility. Regardless of the length of your

service with MRC, we ask that all volunteers commit to being engaged. This includes responding to all VVHS alerts and updating HCHD staff about your availability. Once you are assigned an assignment, you will be asked to sign a position description that will outline your specific commitments.

Regardless of your specific assignment(s), in order to remain an active volunteer through MRC, volunteers must complete at least 1 training and event each calendar year and respond to VVHS alerts.

## Identification

The Henrico and Chickahominy MRC will issue photo-identification badges to each volunteer after orientation. Badges will be mailed to volunteers once orientation and required paperwork is complete.

All volunteers must wear their badges and keep them visible during any volunteer event. Badges remain the property of the Henrico and Chickahominy MRC and must be returned to the MRC Coordinator upon withdrawal from the MRC or termination of volunteer privileges.

## Dress Code

All volunteers must dress in an appropriate and respectful manner when representing HCHD, CHD and MRC during events. Volunteers are expected to dress work-appropriate unless stated otherwise. In general, volunteers may wear comfortable pants, simple tops, and closed toed shoes. Specific dress code instructions may be provided based on volunteer roles. An MRC iron-on patch will be provided to all volunteers. Certain events will require volunteers to wear a white shirt with the provided patch. The following clothing is not allowed:

- Clothing that is too revealing or inappropriate,
- Clothing with rips, tears, or holes, and
- Clothing with offensive graphics or designs.

The goal is to provide a positive environment that is comfortable for all volunteers and community members. Volunteers who violate the dress code may be asked to leave the event.

## Supervision

Volunteers will always be assigned a supervisor for all volunteer opportunities. Volunteers will be provided with support and guidance during their time at HCHD and CHD. Volunteers can request meetings with their supervisor for support, and supervisors will review volunteer performance throughout a volunteer's term. The supervisor will ensure that volunteers are performing according to outlined position descriptions. In the case that a volunteer is not meeting expectations, the supervisor will initiate a conversation and determine next steps.

## Volunteer Safety

Henrico and Chickahominy MRC values the safety of volunteers and community members. All volunteers will receive safety information relevant to volunteers' specific duties. If a volunteer ever feels unsafe during a volunteer assignment, let your supervisor/coordinator know immediately.

Henrico and Chickahominy MRC protects community members' safety by following appropriate policies and procedures. All MRC members must follow the policies and procedures included in the appendices of this handbook.

### Emblem/Logo

The Virginia Department of Health and Medical Reserve Corps logo is a legally protected service mark and trademark registered with the U.S. Patent and Trademark Office and is exclusively held by the U.S. Department of Health and Human Services. As owner of the Medical Reserve Corps marks, logos, and banners, the U.S. Department of Health and Human Services is legally responsible for protecting its trademark, in all of its various forms and from any intentional and unintentional misuse. Specific prior approval must be obtained in writing for each individual use of the Medical Reserve Corps logo by applying to the Medical Reserve Corps.

Anyone who receives permission to use the Medical Reserve Corps logo incurs an obligation and responsible duty to maintain the integrity and consistency of the logo, marks, or banners. Use of the Medical Reserve Corps logo without approval or in an inappropriate manner may result in legal action.

## Emergency Preparedness Information

In the case of an emergency, the Henrico and Chickahominy MRC unit will be activated through the Emergency Planner based on the Health Director's supervision and consideration.

### An Organized Team Approach

During an emergency, the county activates its Emergency Operations Plans (EOP). These plans define how emergency personnel (fire, law enforcement, and emergency medical services) will respond to and manage the emergency.

The Henrico and Chickahominy MRC is incorporated into the local Emergency Operations Plan (EOP) through the Emergency Operations Center (EOC). All emergency and disaster related functions of the MRC are initiated through the Health Department Operations Center (HDOC) via the EOC. The MRC enhances and improves the emergency medical response capacity in the community. The Henrico and Chickahominy MRC team can truly benefit the community by knowing what their role is during an emergency, understanding how they fit into the emergency plan, and knowing how best to respond. The program enhances the county's ability to respond to either a natural hazard or a terrorist event where volunteers are utilized to provide surge capacity during public health emergencies. For example, responses could include mass vaccination or dispensing clinics; alternate care and/or triage facilities. With pre-planning, pre-identification of treatment sites, and pre-identified, certified, and trained volunteers, a safe, rapid, and effective response will be available in a major emergency or disaster.

### Maintaining Readiness

Regular training exercises are an essential element for ensuring readiness.

Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice. The MRC holds organized quarterly drills and trainings to ensure maximum emergency preparedness.

HCHD and CHD encourages MRC volunteers to take advantage of emergency preparedness training opportunities including online sessions through Virginia TRAIN. These trainings are geared to address specific emergencies that an MRC volunteer may encounter when responding to disasters and are designed to build upon volunteers' existing expertise in their own fields.

### Being Prepared

Preparedness is each individual's responsibility. The least expected, most unpredictable disasters can devastate a community. During and after any major disaster, emergency response services are not likely to be able to respond immediately to everyone's needs. It could be several days before vital services are restored. Ensuring you are prepared at home and at work will allow you to be ready to respond when you are needed. Volunteers are offered information that can help them prepare for all hazards. Emergency preparedness resources are provided at Department of Emergency Management, FEMA, National Medical Reserve Corps, Ready.gov, the CDC and the Henrico Health Department websites. As part of Henrico and Chickahominy MRC, volunteers to be prepared to assist themselves, their family, friends, and neighbors.

## Policy

### The Volunteer Protection Act (VPA)

("VPA")(codified at 42 U.S.C. § 14501 et. seq.) Provides qualified immunity from liability for volunteers and, subject to exceptions, preempts inconsistent state laws on the subject, except for those that provide protections that are stronger than those contained in the VPA.

The VPA defines a volunteer as "an individual performing services for a nonprofit organization or a governmental entity which does not receive compensation" (other than reasonable reimbursement or allowance for expenses actually incurred); or any other thing of value in lieu of compensation, in excess of \$500 per year...." 42 U.S.C. § 14506(6).

Under the VPA, a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if: (1) the act or omission was within the scope of the volunteer's responsibilities in the organization or entity; (2) if required, the volunteer was properly licensed, certified, or authorized by the appropriate state authorities for the activities or practice giving rise to the claim; (3) the harm was not caused by "willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer," and (4) the harm was not caused by the volunteer's operation of a motor vehicle, vessel, aircraft, or other vehicle for which the state requires the operator to possess a license or maintain insurance. 42 U.S.C. § 14503(a).

### Confidentiality in MRC

Health Insurance Portability and Accountability Act (HIPAA) is United States legislation that provides data privacy and security provisions for safeguarding medical information. The federal law protects the privacy of patient's personal and health information and provides guidelines for the electronic and physical security of personal and health information.

Due to the nature of services of the Henrico and Chickahominy MRC, volunteers may have access to personal health information (PHI) that is confidential and not public record. For that reason, volunteers have been asked to sign a confidentiality statement, through VVHS, indicating that they will not discuss or reveal PHI to anyone not authorized to have the information. It is illegal to use or disclose PHI outside of volunteer duties. PHI can be written, spoken, or electronic. HCHD and CHD may create, use, or share PHI only for: treatment of the patient, including appointment reminders; business and management operations; and disclosures covered by law. All patients and volunteers deserve the right to privacy and volunteers and staff are required to protect a person's privacy.

HCHD and CHD will only use volunteers' personal information as it directly relates to the role of the volunteer with the MRC, following HIPAA.

MRC Volunteers acknowledge that they have read HIPAA and MRC Volunteer Liability Act and understand the information. Volunteers realize that there are civil and criminal penalties for the unauthorized use and disclosure of PHI. Volunteers will abide by the volunteer policies and guidelines

when performing duties as a MRC volunteer for HCHD, CHD and VDH. If a volunteer believes they have committed a confidentiality violation, volunteers must report it to their supervisor immediately.

Strategic National Stockpile (SNS) and dispensing site locations are considered confidential information within HCHD and will be shared on a need to know basis only.

## State Laws

### Virginia Code § § 8.01- 225 et seq., the “Good Samaritan Act”

- MRC Unit volunteers should be immune from liability for harm caused when providing emergency care to ill or injured persons at the scene of an accident, fire or any life-threatening emergency.

### Virginia Code § § 44-146.13 et seq., the “Commonwealth of Virginia Emergency Services and Disaster Law of 2000”

- During a declared emergency, MRC Unit volunteers will be immune from liability for harm caused when providing medical and health services so long as they are doing so under supervision of the MRC Unit.
- Additionally, during a declared emergency, those volunteers who are licensed or certified to render health care services will receive immunity when they gratuitously render aid using their skills.

### Virginia Code § § 2.2-3600 et seq., the “Virginia State Government Volunteers Act”

- MRC Unit volunteers may enjoy the protection of the Commonwealth’s sovereign immunity if they are deemed to be a volunteer of a state agency, such as VDH.

## Volunteer Protection Act

- Volunteers will not be liable for economic harm caused during the performance of volunteer activities so long as the activities are within the scope of the volunteer’s responsibilities to the MRC Unit.

### Virginia Code § 32.1-48.016 “Immunity from liability” – March 2005, Effective July 1, 2005

- Any person, including any person who serves in a Medical Reserve Corps unit or on a Community Emergency Response Team (CERT) established under VirginiaCORPS, who, in good faith and in the performance of his duties, acts in compliance with this article and the Board of Health's regulations shall not be liable for any civil damages for any act or omission resulting from such actions unless such act or omission was the result of gross negligence or willful misconduct.
- In addition, Virginia courts have established the doctrines of charitable immunity and sovereign immunity. Both of these doctrines are partially applicable to MRC Unit volunteers. Under the doctrine of charitable immunity, MRC Unit volunteers may be immune from liability for harm caused while acting within the scope of their duties to the MRC Unit because the MRC Unit is a not-for-profit organization. Sovereign immunity may immunize MRC Unit volunteers if a court finds that they are agents of the Commonwealth. None of these statutes or doctrines were specifically written with MRC Unit volunteers in mind. Therefore, they do not provide absolute immunity.

## Federal Laws

The federal government has given certain liability protection to narrow group of health service providers under a Homeland Security Act declaration by Health and Human Services. During declared emergencies there is some protection under the Good Samaritan Act and the Volunteer Protection Act.

## Risk Management

MRC volunteers who are registered with the Virginia Department of Health are entitled to the benefits described in § 2.2-3605 of the Code of Virginia. While they are acting under the direction of the Virginia Department of Health, and within the course and scope of their assigned emergency and disaster response activities, volunteers are eligible for the same liability protection available to state employees. In addition to this protection, if a volunteer is injured while performing an assignment the state may also provide up to \$10,000 reimbursement for medical expenses.

## Personal Responsibilities of MRC Volunteers

1. MRC volunteers shall be responsible to certify to the Henrico and Chickahominy MRC Coordinator or supervisor registering them and using their services that they are aware of and will comply with all applicable responsibilities and requirements set forth in these rules.
  - a. MRC volunteers have the responsibility to notify the on-scene authorized official (EMD, supervisor, MRC Unit Coordinator) if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
  - b. Participation by MRC volunteers in any mission, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.
  - c. Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of alcohol is prohibited.
  - d. MRC volunteers participating in any mission, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with current law. All MRC volunteers driving vehicles to or from a mission must possess a valid driver's license and required insurance.
  - e. Use of private vehicles, vessels, boats, or aircraft by MRC volunteers in any mission, training event, or other authorized activity without required liability insurance is prohibited unless specifically directed otherwise by an authorized official in accordance with current law.
  - f. MRC volunteers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity. This provision does not apply to individuals who have completed the emergency vehicle operator course or the emergency vehicle accident prevention course and who are duly authorized under state law to use special driving skills and equipment and who do so at the direction of an authorized official.
2. MRC volunteers have the responsibility to comply with all other requirements as determined by the authorized official using their services.

3. When reporting to the scene, MRC volunteers have the responsibility to inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. MRC volunteers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
4. MRC volunteers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.

### Harassment-Free Environment Policy

The Henrico and Chickahominy MRC is committed to providing a harassment and discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment. It is the policy of the MRC that harassment based on race, color, religion, age, gender, sexual orientation, national origin, marital status, disability, veteran status or any other basis is strictly prohibited.

Any harassment, whether verbal or physical, is unacceptable and will not be tolerated. It is the intent that all MRC volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor or another volunteer for any reason. Discriminatory conduct in any form undermines morale and interferes with productivity.

If you feel that you may have been the subject of discrimination or harassment, you should contact your supervisor or the Unit Coordinator of the MRC. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The Henrico and Chickahominy MRC Steering Committee will determine the volunteer status of any volunteer found to be verbally or physically inappropriate during an activation, training or meeting of the MRC.

### Safety

Henrico and Chickahominy MRC will provide a clean, safe, and healthful work environment. No job is considered so important or urgent that volunteers cannot take time to perform their job safely. During the job site orientation, a supervisor will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask the supervisor or event coordinator.

As a MRC volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance and safety. You are expected to immediately report all work-related accidents, injuries, illnesses and near misses to your supervisor.

### Electronic Communications Policy

The Henrico and Chickahominy MRC's electronic communication systems, including telephones, handheld two-way radios, e-mail, voice mail, faxes and Internet, are available to conduct business in a timely manner. All communications are to be professional and appropriate and users are prohibited

from using electronic communications for the solicitations of funds, political messages, harassing messages or personal use.

## Drug Free Workplace

The Henrico and Chickahominy MRC is dedicated to a safe, healthy and drug-free work environment. All MRC volunteers are expected to report to duty free from drug and/or alcohol impairment and to remain in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. Volunteers who may have an alcohol and/or drug problem are encouraged to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

## Violence-Free Work Environment Policy

The Henrico and Chickahominy MRC is committed to our volunteer's safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

The MRC does not tolerate any type of acts or a threat of violence committed by or against a volunteer, and therefore prohibits workplace violence and the possession of weapons by volunteers on the job and at the worksite.

In order to ensure a safe working environment, the MRC prohibits all persons from carrying a handgun, firearm, or weapon of any kind on assignments, regardless of whether the person is licensed to carry the weapon or not. This policy applies to all volunteers, clients, customers and visitors. All volunteers are also prohibited from carrying or using a weapon while in the course and scope of performing their job, whether they are on our property at the time or not. This policy also prohibits weapons at any Medical Reserve Corps sponsored function, such as training, missions, parties or any other events.

The only exceptions to this policy are police officers, private security guards, or military personnel employed by federal or state government, who are engaged in official duties and persons who have been given written consent by their supervisor or the Health Director to carry a weapon while performing specific tasks on behalf of the MRC.

If you feel threatened, you should retreat and request intervention from a supervisor or other available management staff. If fear of violence is imminent, immediately retreat and contact 911.

## Photo Release

Volunteers consent to the use of MRC related photographs containing their likeness for any MRC related purpose including public relations and recruitment purposes. Henrico and Chickahominy MRC has the unrestricted right to edit, duplicate, exhibit, broadcast, copyright, use, and publish photographs and/or video recordings of the volunteers. Volunteers will not receive compensation from Henrico and Chickahominy MRC for photographs and/or video recordings.

## Code of Conduct

In an effort to maintain the high standard of conduct expected and deserved by the public and to enable the organization to continue to offer services required by those in need, the MRC operates under the following Code of Conduct, applicable to all volunteers.

No volunteer shall:

1. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Medical Reserve Corps (MRC).
2. Accept or seek on behalf of myself or any other person, any financial advantage or gain of other than nominal value that may be offered because of the volunteer's affiliation with the MRC.
3. Publicly utilize any MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the MRC.
4. Disclose any confidential MRC information that is available solely as a result of the volunteer's affiliation with the MRC to any person not authorized to receive such information, or use to the disadvantage of the MRC any such confidential information, without the express authorization of the MRC.
5. Knowingly take any action or make any statement intended to influence the conduct of the MRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
6. Operate or act in any manner that is contrary to the best interests of the MRC.
7. In the event that the volunteer's obligation to operate in the best interests of the MRC conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the MRC Coordinator, district planner or Health Director upon becoming aware of it, shall absent him/herself from the room during deliberations on the matter, and shall refrain from participating in any decisions or voting in connection with the matter.

## Commitment to Diversity

The Henrico and Chickahominy Medical Reserve Corps is committed to being a diverse organization. It seeks to recognize value and incorporate diversity in its services, policies and operations, service recipients, and volunteer workforce. Diversity includes differences such as age, belief, citizenship, culture, economic level, ethnicity, gender, language, national origin, and philosophy of life, physical ability, physical appearance, race, religion, and sexual orientation.

## Appendix A

### Recommended items to bring with you when activated for a local emergency

When you are notified to report to a local incident site, you should be prepared to be on site for at least 12 hours, just in case. Therefore, the following are some recommended items you may want to bring with you to make your time volunteering more comfortable:

#### Security Items:

- MRC Identification Badge
- 1 Additional form of picture ID

#### Clothing:

It is important to be prepared for both indoor and outdoor working conditions

- T-shirt
- Comfortable, light-weight clothing – think layers!
- Long pants
- Long-sleeved shirt
- Hat
- Boots or comfortable walking shoes
- Warm jacket
- Rain gear
- Bandana/handkerchief
- Gloves: for physical labor and warmth, leather gloves preferred

#### Personal Items:

- Cell phone
- Sunglasses
- Nonperishable snacks
- Water bottle
- Sunblock
- Lip balm
- Any required medication
- Eye glasses, lens cleaner, contact lenses, and eye glasses protective case, if needed
- Any other items needed in a 12-hour period

## Appendix B

### Glossary of Acronyms

Below is a list of acronyms used throughout the Henrico and Chickahominy MRC Handbook:

HCHD	Henrico County Health Department
CHD	Chickahominy Health District
HIPAA	Health Insurance Portability and Accountability Act of 1996
MRC	Medical Reserve Corps
PHI	Protected Health Information
SNS	Strategic National Stockpile
VDH	Virginia Department of Health
VPA	Volunteer Protection Act
VVHS	Virginia Volunteer Health System

## Appendix C

### Acknowledgement and Receipt of Handbook

Please sign and return the Statement of Certification below to the MRC Coordinator to verify that you have received, read, and understand the information included in this handbook.

Please ask any questions that you have regarding this handbook prior to signing.

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### Volunteer Handbook Statement of Certification

I, \_\_\_\_\_, certify that I have received and reviewed the Henrico and Chickahominy Volunteer Handbook.

I further understand that, by signing this statement, I am indicating that I have read the Volunteer Handbook, understand its contents, and have discussed any questions I have with a Volunteer Coordinator. I agree to abide by these policies during my volunteer term, and I understand that this statement will become a permanent part of my volunteer personnel file.

\_\_\_\_\_  
Volunteer Name (Please Print)

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date